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Lawry 8/24/81

ODP 81-993  
03 AUG 1981

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MEMORANDUM FOR: Director of Logistics

FROM: Bruce T. Johnson  
Director of Data Processing

SUBJECT: Utilities for ODP Computer Centers

1. Action Requested:

We request that the Office of Logistics take the necessary steps to lower the rate of utility failures to no more than one per year for each of the ODP computer centers. As an immediate measure scheduled maintenance and scheduled repair should be conducted on ODP utilities outside of prime time working hours.

2. Background:

ODP has made a concentrated effort during the last 24 months to increase the time that the ODP facilities are available to our customers. Needless to say, the quality of the utilities that drive the computer centers greatly affects our ability to keep our systems operating. Unfortunately, the number of failures during the last two years suggest that there is a serious problem with the quality of this service.

During this time frame, ODP has experienced 20 failures due to utility outages. Ten of these failures have occurred since 31 March 1981. With each of these failures we have lost an average of four hours of processing. What is even more important, however, is that we have experienced a significant increase in the rate of equipment failure. A recent analysis has shown that for two weeks following an unscheduled power outage, the rate of equipment failure is two to three times the normal rate. When you consider that we had 20 failures in two years, the ODP

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computer centers have been operating in degraded mode at best for over one-third of the time because of power failures (20 x 2 weeks divided by 108 weeks). We cannot expect our users to continue to tolerate such a situation. We must have more dependable power, and I earnestly request the Office of Logistics to design utility systems such that we experience no more than one failure per year.

As an immediate measure, I must ask that all scheduled maintenance on ODP utilities be accomplished outside of the hours of 0700-2000, Monday-Friday to avoid the high risk of inadvertently disrupting essential service when maintenance is performed during the prime shift.

Undoubtedly there will be resource issues raised by this request. We will be happy to work with you to resolve these issues and to obtain the necessary funds.



Bruce T. Johnson



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